

VICTIM ASSISTANCE NOTIFICATION SPECIALIST

DISTINGUISHING FEATURES

The fundamental reason the Victim Assistance Notification Specialist exists is to perform highly detailed, time-sensitive victim notification duties that meet the legal mandates for crime victim notification as defined in Chapter 40 of the Arizona Revised Statutes. This classification is not supervisory. Work is performed under general supervision reporting to the Victim Services Manager.

ESSENTIAL FUNCTIONS

Maintains current knowledge about the parameters of mandated victim notification pursuant to Arizona Revised Statutes.

Organizes, maintains and monitors all Victim Services Division victim notification processes utilizing both manual file case management and the automated Prosecution Information Network. Utilizes the Prosecution Information Network to input, monitor and track victim information throughout the course of a criminal case involving a victim and/or victim restitution.

Researches case status to ensure timely follow-through on victim notification throughout the judicial process. Coordinates the completion and mailing of written victim notification materials.

Provides both in-person and telephone case status and criminal justice information to crime victims. Refers victims to assigned victim advocates, prosecution staff members and the Victim Services Manager, as appropriate and necessary.

Coordinates restitution documentation for restitution only cases. Engages in on-going communication with prosecution staff to ensure that restitution information and documentation is current in prosecution paper and automated files.

Provides written post-conviction notice to all victims; organizes and maintains current records for all victims involved in the post-conviction process including domestic violence victims who are provided with follow-up Victim Services Division services during the post-conviction period. Distributes and collects victim satisfaction surveys once a victim case has reached disposition.

Demonstrates the ability to communicate professionally and sensitively in order to provide victims with high quality customer services that reflects the City's values and commitment to excellence in customer service.

Completes a variety of administrative duties as assigned by the Victim Services Manager including but not limited to ordering supplies, overseeing volunteer activities, providing office coverage and assisting victims in-person.

Maintains a professional working relationship with all Prosecution staff members, City Court staff members and other City department staff. Identifies process improvements and takes the initiative to share ideas for improvement with the Victim Services Manager. Utilizes research and investigative actions to resolve complaints.

Attends monthly Criminal Justice Team meetings as well as other job-related activities, as assigned by the Victim Services Manager. Engages in on-going professional training opportunities.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:
Microsoft Office programs, preferably Word, Exchange and Excel.

Criminal justice system and victim rights.

Ability to:

Work with victims in crisis.

Type 35 wpm and/or input on a routine/daily basis.

Analyze and act on written material and verbal and/or written instructions.

Operate a variety of standard office equipment including a PC, telephone, copy machine, fax machine, and 10-key adding machine requiring continuous and repetitive arm, hand and eye movement.

Provide excellent customer service.

Communicate both orally and in writing.

Verbally respond to spoken request over the phone and in-person.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Maintain regular and consistent attendance and punctuality.

Education & Experience

Any combination of training and experience equivalent to a high school diploma or GED and one year of customer service experience that includes both in-person and phone customer contact.

FLSA Status: Non-exempt

HR Ordinance Status: Classified